

PROFILE SUMMARY

- Empathetic and customer-focused customer service professional, Professional with one years of experience in high-volume inbound and outbound call centers, a proven track record of interfacing with diverse clientele and identifying opportunities to achieve, The customer satisfaction. Adept at building relationships and mitigating conflicts.

PERSONAL DETAILS

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|---------------------------------|-----------------------------|
| • Nationality: Sudan | • Marital Status: Single |
| • Date of Birth: 1-JAN-1997 | • Availability: Immediately |
| • Fluency in English and Arabic | • Visa Status: Resident |

EDUCATION

Sudan **University of science and Technology**

Khartoum, Sudan

- Bachelor's Degree in science in water Resources Engineering

Graduation Date: Dec 2020

WORK EXPERIENCE

Water Resources Engineer

KHartuom state water corporation , Sudan (JAN-2021 TO APRIL-2022).

- Hydrological Analysis: Conduct hydrological studies and analyze water resources, including rainfall, runoff, and groundwater.
- Watershed Management: Develop and implement strategies to manage and protect watersheds.
- Flood Risk Assessment: Evaluate flood risk in specific areas and design flood control measures.
- Water Supply Planning: Plan and design water supply systems for municipalities and industries.
- Water Quality Management: Monitor and maintain water quality in lakes, rivers, and reservoirs.
- Irrigation Systems: Design and optimize irrigation systems for agriculture and landscaping.
- Environmental Impact Assessment: Assess the environmental impact of water-related projects.
- Hydraulic Modeling: Use computer models to simulate water flow and distribution.
- Infrastructure Design: Design dams, reservoirs, pipelines, and water treatment facilities.
- Permitting and Compliance: Ensure that projects adhere to regulatory and environmental standards.

Call Center Agent

Zain Sudan , Sudan Khartuom (Feb-2019 TO DEC-2020).

- Receiving calls and solving problems for customers.

Ahmed Bashir

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Residency

Dubai,UAE

- Answer inbound calls in a timely and friendly manner
- Evaluate problems and complaints of the callers and provide proper solutions to them
- Respond to the needs of customers and provide personalized service
- Provide information on the company's products or services and generate interest in the offer
- Upsell products and services
- Research needed information using available resources
- Process orders, forms, and applications
- Route calls to other team members whenever needed
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Report on customer feedback

APPLICATION SKILLS

- Application Skills: MS Project, MS Outlook, Printer hardware, Microsoft office, SALAMA, CRM.

TECHNICAL SKILLS

- Strong interpersonal skills, with the ability to relate and empathize with people of varying personalities and from all walks of life
- Fluency in Arabic and English, with excellent communication skills both in verbal and oral communication
- Proficiency in numerous computer applications and software, including MS Word, PowerPoint, Excel, and several others
- Ability to maintain a calm and composed manner when dealing with potentially explosive client situations
- Excellent leadership skills, with a unique talent for handling and resolving conflicts within the team.
- Excellent talent for using strategies to deescalate irate clients
- Anger Absorber
- excellent independent worker
- Commendable problem-solving skills
- Impressive critical thinking skills
- Excellent record-taking capabilities
- Good decision-making skills
- Retentive memory

REFERENCES

- Available upon request

